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ONLINE SHOPPING

Shopping on the web can be a fun, time-saving and even money-saving experience if you follow a few simple rules:

- Deal only with reputable companies with a physical address and phone number.
- Never click on pop-up ads or do business with an unknown company. Check out an unfamiliar company on the Better Business Bureau's online shopping guide at www.bbbonline.org/consumer/.
- Read the description of the item to be sure it's what you want.
- If you're shopping for a gift, confirm that it will be delivered in time.
- Understand the return policy and whether there is a "restocking charge" for returns.
- Take into consideration any handling or postage charges both for delivery and returns.
- Consider using your credit card to make online purchases. Federal laws protect consumers against unlawful credit card charges and many credit card companies offer warranty programs for goods purchased with their cards.
- Before you give your credit card information, be sure you're on a secure site. Look for a lock icon on the status bar or for the website's address to begin with "https" - the 's' stands for secure.

THE CONSUMER PROTECTION UNIT

The Attorney General's Consumer Protection Unit helps consumers resolve problems with businesses. To get information, discuss problems or make a complaint, call our toll-free number from anywhere in Delaware - 800-220-5424. Consumers in New Castle County can also reach us at 577-8600. Helpful consumer information and our complaint form are on-line at www.state.de.us/attgen